



ANNUAL BUSINESS PORTAL REPORT

UTAH DEPARTMENT OF TECHNOLOGY SERVICES AND
UTAH DEPARTMENT OF COMMERCE

November 2020

BACKGROUND



IN THE 2016 LEGISLATIVE SESSION,

Representative Bruce Cutler sponsored [H.B. 96](#) requiring the Department of Technology Services (DTS) to create a single sign-on business portal. The department is charged with creating a web portal that allows a person doing business in the state to access, at a single point of entry, all relevant state-collected business data about the person, including information related to:

- business registration;
- workers' compensation;
- tax liability and payment; and
- other information collected by the state that the department determines is relevant to a person doing business in the state.

The development of the business portal was eventually funded by the Legislature beginning in July 2018 through a \$5 fee added to the annual business license renewal. More than \$1.2 million has been collected each year in FY 2019 and FY 2020 to help fund portal development and implementation.

PORTAL DEVELOPMENT

Grow



Version 2.0 of the Utah Business Portal design was completed and fully implemented in August 2020. The portal consists of four major applications: Plan, Start, Manage, and Grow. These sections help guide a business owner through the business life cycle to help the owner achieve success.

Home Page

The Home page offers users the opportunity to learn more about the business life cycle, navigate to other state agencies, sign in to receive a personalized dashboard with action items, see business-related events, and access the most commonly used business resources.

Plan Page

The Plan page is a roadmap of links for a user to use when planning their business idea. A user can access links on the Plan page to assess a business idea, write a business plan, calculate start-up costs, explore funding options, find a business location, and choose a business structure and name.

URL: <https://mybusiness.utah.gov>

Resources to plan your successful business adventure

Assess and Validate Your Business Idea

Assessing the feasibility of your business and finding out if you have the technical and managerial skills to be your own boss is among the first steps in planning your business.



Write a Business Plan

Writing a comprehensive business plan is one of your most effective tools for a successful business venture.



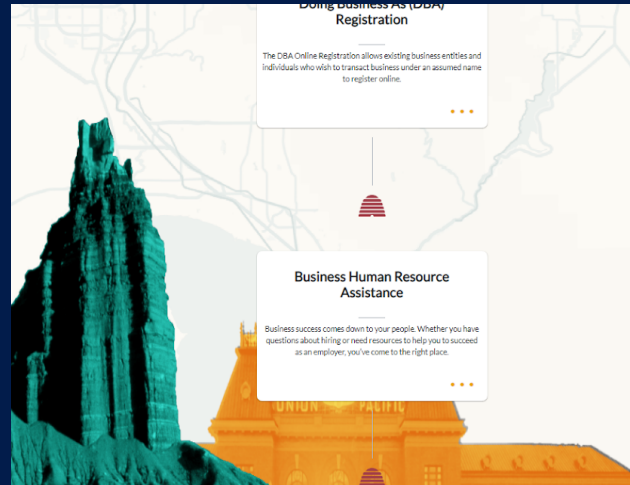
Select Your Business Structure

Selecting the right business structure can help protect a business owner from liability.



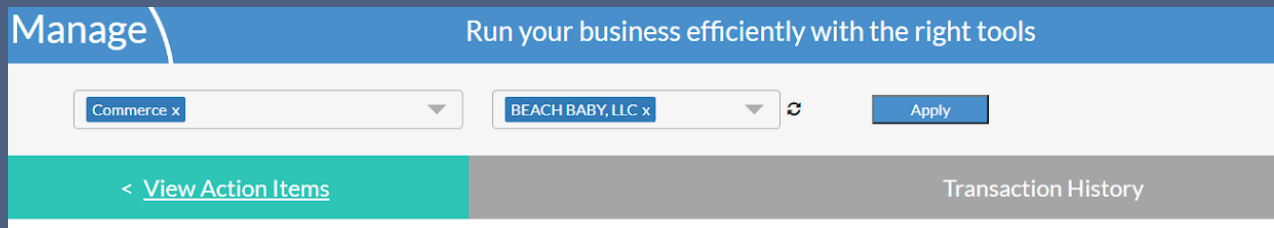
Start Page

The Start page is a collection of applications that are needed when a user is starting their business adventure in the state of Utah. Under the Start page, a user can register a business with the appropriate state agencies (via the One Stop Business Registration, or OSBR), register under an assumed name (Doing Business as [DBA] Registration), and find resources and counseling options

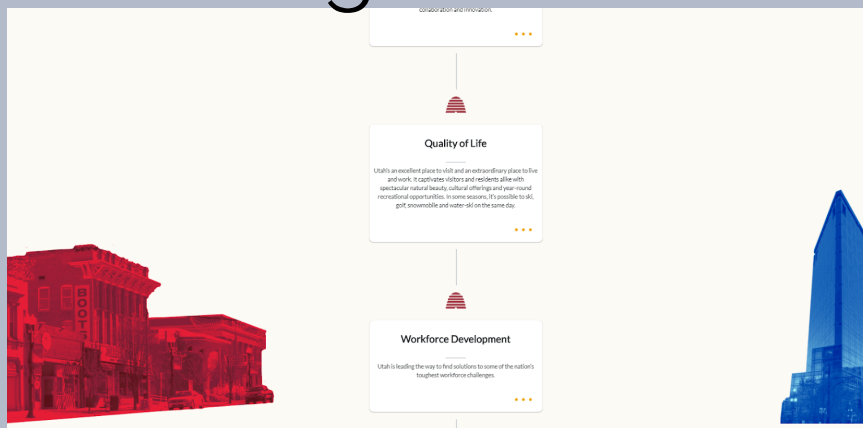


Manage Page

The Manage page is designed to be a dashboard for users to access one or many businesses. Users can access the dashboard using their UtahID login; however, they will not be able to see action items or transaction history unless they are authorized by the agency's application to view or act on the information. The Manage page links to the following areas: Action Items, Transaction History, Resources, and Events. Users can access information about each of these areas, and this information can be filtered to include information for all the businesses they have access to or one specific business.



Grow Page



Users looking for guidance to help grow their business can access ideas on the Grow page, where they can find information about Utah's economy, quality of life, workforce development, and arts and cuisine.



UTAHID IDENTITY SYSTEM IMPROVEMENTS

Several major upgrades to UtahID were completed during FY 2020. UtahID added multi-factor authentication capabilities for all state agencies, ensuring that the underlying identity architecture for the Utah Business Portal is secure.

Major Business Service Integrations

The Department of Commerce Annual Business Renewal, OSBR, and DBAs online services and the Department of Workforce Services Unemployment Insurance were fully integrated with UtahID in August 2020.

ANNUAL BUSINESS RENEWAL

Annual Business Renewal allows business entities to renew their annual business registration online with the Division of Corporations. The application prefills the form for the user with the most recent information on file, including principals, directors, and other officers. The business may modify and update the information on the company, complete a renewal, and pay fees online. Registered agents may complete multiple renewals at the same time using a subscription account.

It provides a very simple and convenient way for business managers to complete a required process with the state and helps streamline their business processes. As a part of the renewal process,

principals may subscribe to Business Fraud Alert. Business Fraud Alert notifies business owners and registered agents when a change has been made to a business's registration record.

The screenshot shows the 'Business Renewal' page from the Division of Corporations and Commercial Code. It features a header with the 'BR' logo and a 'Help' link. The main heading is 'Renew, Update, or Reinstate Utah Business Entities', with a note that reinstatements are restricted to LLCs and LPs. Below this is a form with two input fields: 'Entity Number' (with a 'Lookup Entity Number' link) and 'Renewal or Access ID' (with a 'Receive an Access ID' link). A 'Login' button is positioned to the right of the second field. At the bottom, there are two promotional banners: one for renewing multiple businesses with no changes, and another for the 'BUSINESS FRAUD ALERT' featuring a red exclamation mark icon.

ONE STOP BUSINESS REGISTRATION

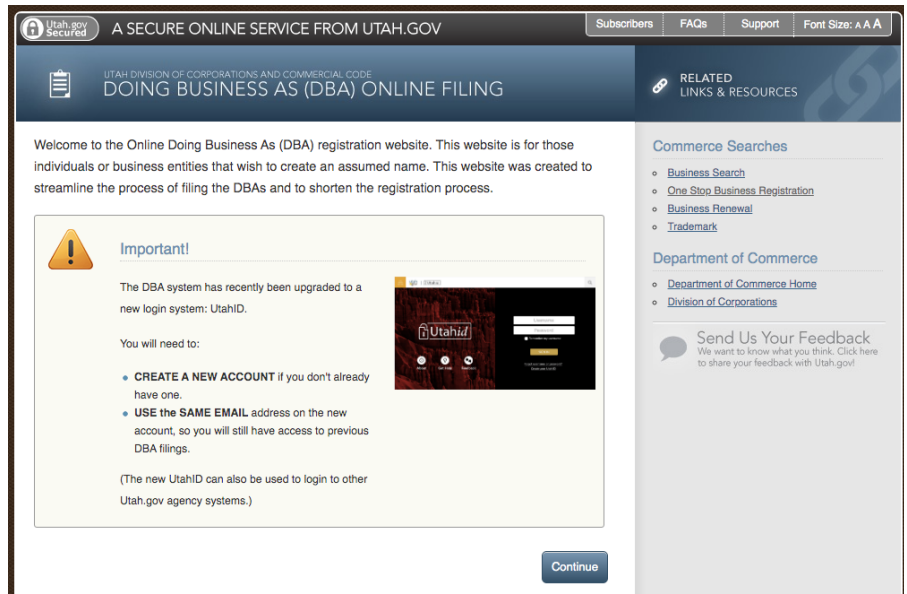
The screenshot displays the 'OneStop ONLINE BUSINESS REGISTRATION' page. The header includes the 'Utah.gov Secured' logo, the text 'A SECURE ONLINE SERVICE FROM UTAH.GOV', and links for 'Subscribers' and 'FAQ'. The main heading is 'Welcome to the State of Utah's OneStop Business Registration System'. The page lists the agencies involved: Utah State Tax Commission, Utah Department of Commerce, and Utah Department of Workforce Services. It also mentions that many cities are partnered with OneStop for city business licenses. A section titled 'Important!' states that the system has been upgraded to a new login system, UtahID. It lists requirements for users: creating a new account if they don't have one, and using the same email address. A note mentions that the new UtahID can also be used to login to other Utah.gov agency systems. To the right of the text is a small image of the UtahID login interface. The footer contains links to 'Utah.gov Home', 'Utah.gov Terms of Use', 'Utah.gov Privacy Policy', and 'Transla', along with a copyright notice for 2020.

OSBR is a multiagency application that allows business owners to register a business in Utah with the Utah State Tax Commission, the Utah Department of Commerce, and the Utah Department of Workforce Services without having to go to each agency separately. It also provides users with access to downloadable forms and contact information for relevant cities. It streamlines the business registration process by providing seven separate offline processes into one online process. OSBR saves the average Utah business owner over 80 hours when registering a new business.

OSBR users can now log in directly from the business portal, using the same login credentials as all of their other business applications and services.

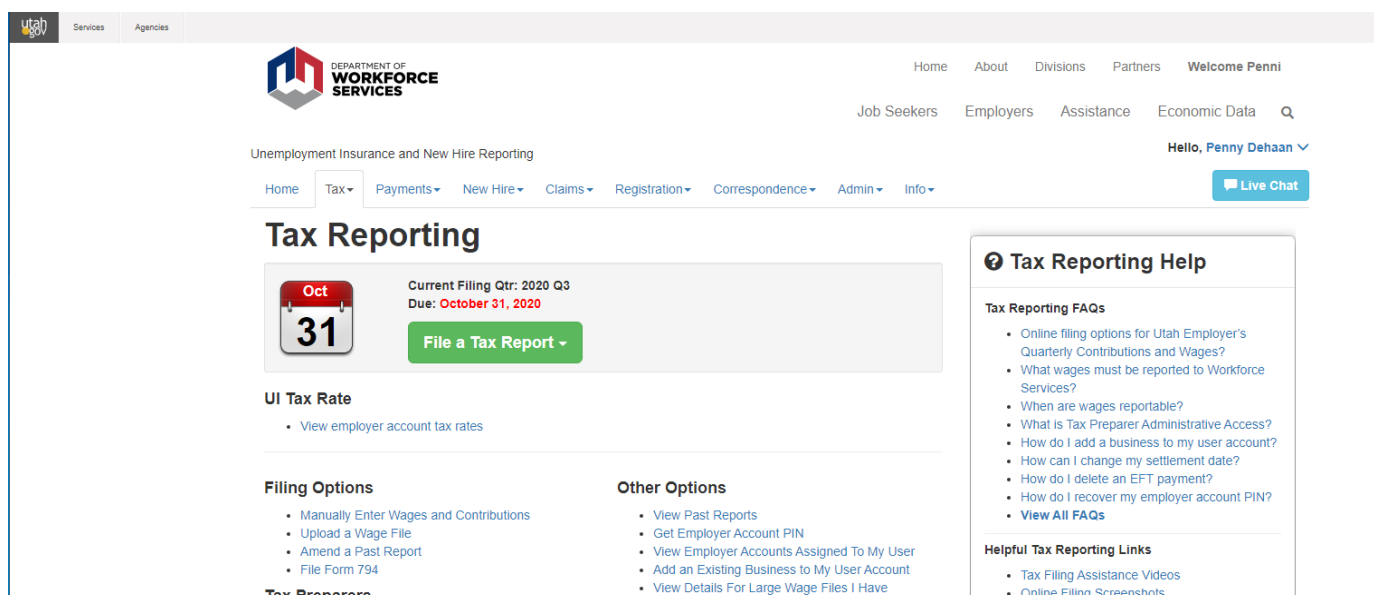
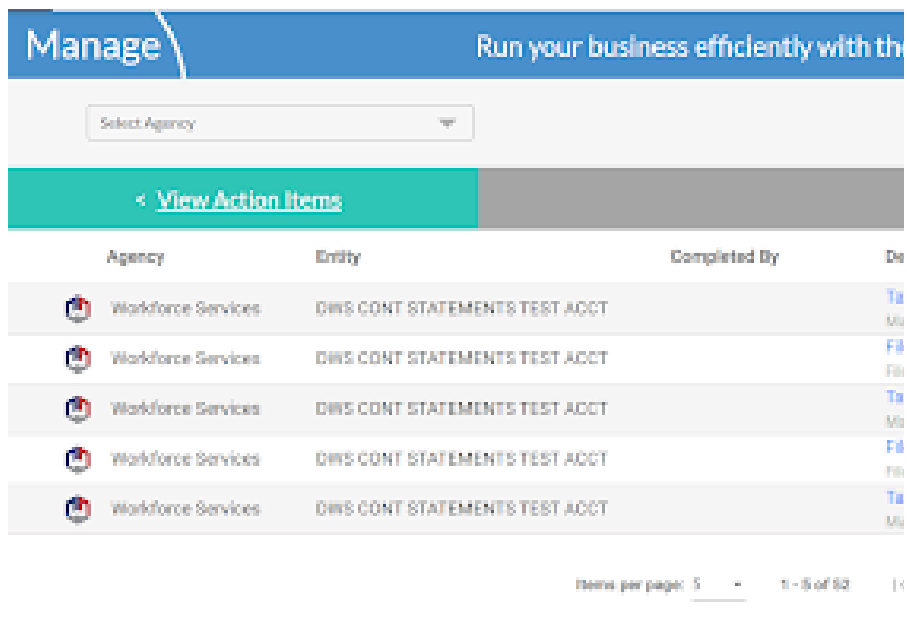
DOING BUSINESS AS

This service from the Department of Commerce is for those individuals or business entities that wish to create an assumed name. This website was created to streamline the process of filing the DBAs and to shorten the registration process. DBA filings are now integrated with UtahID and the business portal.



WORKFORCE SERVICES

Workforce Services has worked with the portal team and has integrated tax report payments, file a tax report, and new hire reporting with UtahID single sign-on. Users are able to view these transactions in the Manage Your Business dashboard and receive notifications about due dates and transactions.



RESOURCES AND EVENTS SERVICES

The business portal has a section of frequently visited links for Environmental Quality, Labor Commission, Tax Commission, Workers' Compensation, and Workforce Services, as well as a link for businesses to local events.

Resources

- Environmental Quality
 - [Fee and Fee Schedules](#)
 - [Payment Portal](#)
- Waste Management and Radiation Control
 - [Forms and Documents](#)
 - [Solid Waste](#)
 - [Hazardous Waste](#)
 - [Solid Waste Documents](#)
 - [Radiation Control](#)
 - [Used Oil](#)
- Labor Commission
 - [Boilers, Elevator and Coal Mine Safety](#)

Resources

- Environmental Quality
- Labor Commission
- Tax Commission
- Workers' Compensation

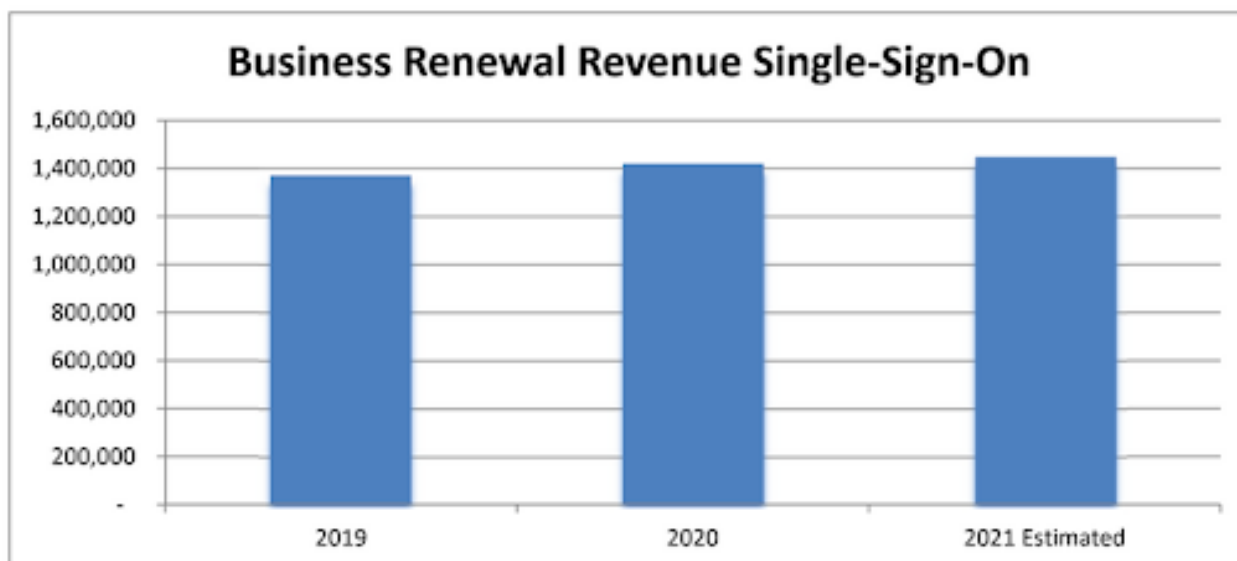
Events

- [Department of Commerce](#)
- [Miller Business Resource Center](#)

SINGLE SIGN-ON REVENUE FUND REVENUE COLLECTED BY COMMERCE

Fiscal Year	Revenue	Transfer Amount to DTS	Ending Balance
2018	171,490	\$0	171,490
2019	1,371,800	\$ (977,222)	566,068
2020	1,420,840	\$ (1,077,550)	909,358
2021 (qtr 1)	392,270	\$ (212,926)	1,088,701

Revenue has not declined in FY 2021 and is estimated to be 1.45 million for FY 2021. The \$5 surcharge on business renewals is due for review annually



WORK UNDERWAY IN 2020-2022

The business portal team is working to integrate additional agency business applications during FY 2021. These include applications and services from the following agencies:



DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL (DABC)

DABC is working with the portal team to connect alcohol license renewal and license and compliance services with UtahID and the business portal.



DEPARTMENT OF HUMAN SERVICES (DHS)

DTS is working with DHS to integrate the EASY/DUGS, COC FES, PASRR, and UPI applications with UtahID by 11/20 and the business portal by 01/21.



DEPARTMENT OF HEALTH

Integration of Medicaid business services with UtahID



UTAH DEPARTMENT OF TRANSPORTATION (UDOT)

Integrate Aircraft Reg and Online Permits with UtahID by 3/21 and the business portal by 05/21. UDOT's online permitting includes right-of-way permitting, motor carriers, utility licensing, etc.



DEPARTMENT OF HERITAGE AND ARTS



DEPARTMENT OF ENVIRONMENTAL QUALITY

Regulatory services integration with the business portal, including air quality permitting, hazardous waste reporting, groundwater permitting, stormwater permits, etc.



DEPARTMENT OF AGRICULTURE AND FOOD

Agricultural licensing services for businesses - about 40 different online licensing processes, such as food safety, weights and measures, egg and poultry grading, produce safety, pesticides, etc.



DEPARTMENT OF NATURAL RESOURCES

Oil, gas, and mining reporting and licensing services



DEPARTMENT OF PUBLIC SAFETY

Commercial driver license services for fleets



UTAH STATE TAX COMMISSION

Tax liability and payment information



PUBLIC SERVICE COMMISSION



DEPARTMENT OF FINANCIAL INSTITUTIONS



REAL ESTATE LICENSING SERVICES



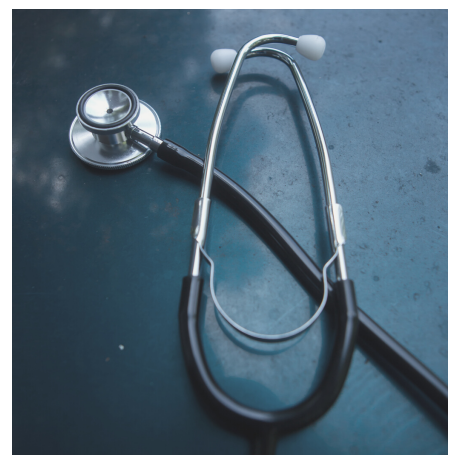
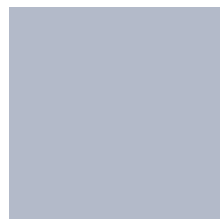
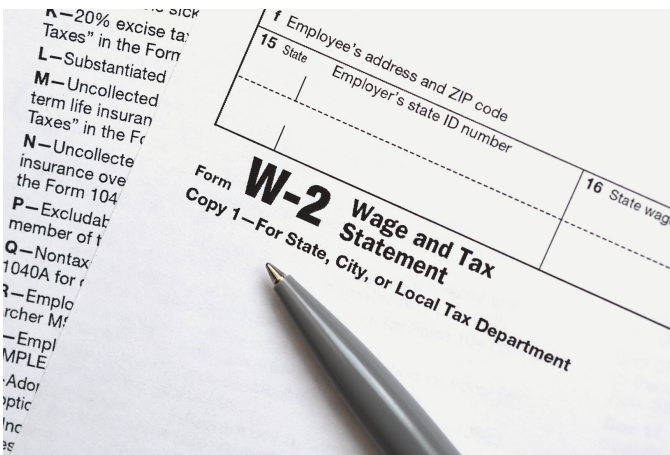
DEPARTMENT OF INSURANCE

Individual and company licensing



GOVERNOR'S OFFICE OF ECONOMIC DEVELOPMENT

SBDC services, Tourism and Film industry services, and business incentives



RECOMMENDATIONS

DTS recommends that the Legislature continue to fund the business portal at the current rate at least through FY 2023. This will allow the agency to work with all state agencies to integrate most of the services that were identified in the 2018 and 2019 reports. Additionally, DTS can begin working with local government to integrate business licensing processes at the local level and with the Utah education ecosystem to integrate training and education resources with the portal.